

POSITION DESCRIPTION

Position Title:	Community Liaison Officer
Award:	Health Professionals Support Services Award 2020
Classification Level:	ATSI Health Workers & Practitioners and Aboriginal Community Controlled Health Services Award 2020
Classification Level:	Grade 4 – Grade 6
Date of Approval:	June 2024

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

Mulungu Aboriginal Corporation Primary Health Care Service (Mulungu) aims to improve outcomes for Aboriginal and Torres Strait Islander people leading to life changing primary health care. Our service is an Aboriginal Community Controlled Organisation working to improve health outcomes and wellbeing for the Indigenous community.

Mulungu has three tiers Health Services, Social Services and Corporate Services which deliver appropriate services under the one banner but work in cohesion to deliver outcomes for our community in which we serve.

This position forms part of the health services team, which is responsible for addressing the health needs of the community and its members. Health services are provided to a designated geographical area within the Mareeba Shire.

2. Purpose of the Position

As a Community Liaison Officer, you will be responsible for developing and implementing local marketing and community engagement strategies to actively increase awareness, access to and uptake of health services with the primary goal being to ensure our Aboriginal and Torres Strait Islander community have the best possible health outcomes. The role will entail service delivery from designated primary clinic locations and outreach services as required.

3. Scope of the Position

The position Community Liaison Officer has no delegated authority.

The Community Liaison Officer is accountable to:

- The Chief Executive Officer (CEO), the Board of Directors and the wider community for practice according to the philosophy, policies and goals of the centre.
- The General Manager Health Services (GMHS) for a high standard of work practice.
- The Health Services team for effective communication and work relationships including shared work responsibilities.

4. Organisational Structure and Reporting Relationships

The position of the Community Liaison Officer reports to the GMHS. Refer to the organisational chart for details of where the position is located within the wider organisational structure.

5. Primary Duties and Responsibilities

- Establish and maintain effective networks throughout local Aboriginal and Torres Strait Islander communities.
- Develop a database of effective strategic relationships with key government and non-government stakeholders in the catchment area, including sporting agencies, schools, health, and social service providers.
- Work closely with the GMHS to monitor trends in service uptake and activity.
- Research and identify social community demographics and social networks.
- Conduct promotional visits to local community groups, schools, social service agencies etc. to provide practical information and advice regarding access and engagement to our medical services.
- Ability and willingness to travel throughout the catchment area.
- Collect, collate and report on statistical data as required by the Service Activity report.
- Comply with contemporary Human Resource Management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment.
- Evaluate own practice by participating in performance development processes.
- Participate in quality improvement processes to improve client outcomes.
- Contribute to Health Services documentation review processes.
- Comply with relevant plans, programs, targets and KPI's.
- Perform other duties associated with the position as directed by the Supervisor of the position or by the Chief Executive Officer.

PART B: PERSON SPECIFICATIONS

1. Qualifications

Previous experience working with Aboriginal and Torres Strait Islander people and /or communities.

2. Skills, Knowledge and Ability

- Experience working within a cross-cultural environment.
- Knowledge and understanding of Aboriginal and Torres Strait Islander cultures.
- Well-developed interpersonal skills with the ability to communicate effectively with people, particularly Aboriginal and Torres Strait Islander peoples.
- Ability to function in a multi-disciplinary team and ability to function independently.
- Knowledge and understanding of Quality Improvement processes.
- Knowledge and skills in contemporary Human Resource Management practices including Workplace Health and Safety, Equal Employment Opportunity and Anti-Discrimination.

3. Standards of Practice

- Maintain professional standards of practice in the delivery of safe patient care.

- Practice within an evidence-based framework.
- Participate in ongoing professional development of self and others.

4. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Must be able to obtain a Working with Children Blue Card.
- Must comply with a Federal Police Check.

PART C: SELECTION CRITERIA

- SC 1** Certificate III Health Services, Individual Support or equivalent (or willing to undertake training to obtain within 12 months).
- SC 2** Well-developed interpersonal, verbal and written communication skills including the ability to communicate effectively with a wide range of stakeholders.
- SC 3** Demonstrated understanding of the operations of Aboriginal Community Controlled Health Organisations and the ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people.
- SC 4** Demonstrated ability to plan and organise own work, manage multiple tasks and work independently.
- SC 5** Demonstrated ability to exercise initiative, discretion, and judgement and maintain confidentiality.
- SC 6** Demonstrated computer skills and knowledge of computer software programs including the Microsoft Office suite.

PART D: KEY PERFORMANCE INDICATORS

KPI 1 Communication and Collaboration

- 90% attendance at internal all staff meetings.
- 90 % attendance of all internal policy training.

KPI 2 Performance & Accountability

- Achieve 90% of KPIs
- 100% of program data is collected as follows;
 - Number of referrals received.
 - Number of occasions of service where CLO supported First Peoples to attend primary/community health care and specialist outpatient appointments.
 - Number of occasions of service where the CLO supported First Peoples to link with existing services.
 - Number of occasions of service where First Peoples were supported by the service when hospital admission due to chronic complex conditions was potentially prevented through provision of appropriate non-hospital health services.



- Number of occasions where First Peoples were supported by the service when hospital admission due to chronic complex diabetes complications was potentially prevented through provision of appropriate non-hospital health services.
- Number of collaboration examples with commentary, when working with multidisciplinary teams within the hospital.

KPI 3 Quality

- 100 % LogiQC is used for feedback, complaints, improvements repairs, document control, internal and external reporting.
- Ensure less than ten per cent (10%) items related to Community Liaisons Service in LogiQC system are flagged as overdue.
- 100% Reporting of all safety incidents in LogicQC system within 2 business days

KPI 4 Provide Monthly, Quarterly, Reports to Manager on success, challenges, and outcomes for program area.

- 100 % Reports are accurate and timely and reported thru LogiQC

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Employer's Signature _____ Date _____
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature _____ Date _____
(Employee name)